

**Amendments to the Specification**

**On page 1, line 2, please replace the heading with the following heading:**

**FIELD**

**On page 1, before line 4, please insert the following heading:**

**BACKGROUND**

**On page 2, before line 15, please insert the following heading:**

**SUMMARY**

**On page 4, before line 15, please insert the following heading:**

**BRIEF DESCRIPTION OF THE DRAWINGS**

**On page 4, please replace the paragraph beginning on line 15, and bridging to page 5, with the following amended paragraph:**

The proposed process and the advantages that are associated with it will be explained in more detail below with the aid of the appended drawings, in which:

Fig. 1 shows the ideal case of a customer call that is completed without interruption;

Fig. 2 shows the problems that are associated with an interruption in the customer call; and

Fig. 3 shows the course of a customer call with the use of the inventive process.

**On page 5, before line 2, please insert the following heading:**

**DETAILED DESCRIPTION**